

MULTIFAMILY UTILITY DATA COLLECTION DATABASE

For multifamily building owners with utility accounts paid for by tenants, benchmarking energy consumption can be challenging, in part because each utility provider requires owners to follow a different procedure to access tenant-level energy consumption data.

This database helps owners navigate that challenge with a comprehensive catalogue of many major United States utilities and their procedures to release tenant-level and whole building energy use and cost data.

This utility profile summarizes the process for requesting data from **Xcel Energy (CO)**. See the back page for detailed instructions and definitions. Visit the [HUD Exchange](#) to find the full utility database.

UTILITY NAME

Xcel Energy (CO)

USER-FRIENDLY SCORE

1 (most challenging) to 4 (most user-friendly)

Overall User-Friendly Score: 4.0

Provides Tenant Data to Owner Score: 4
Provides actual monthly tenant-level data

Tenant Data Release Forms Score: 4
Does not require release form

Tenant Data Comprehensiveness Score: 4
Historic and ongoing data uploads, via Portfolio, or similar

Data Format Score: 4
Automated upload via Portfolio Manager, or similar

Connected to Portfolio Manager: Yes

DATA RELEASE FORMS

[Generic tenant data release form](#)
[Utility specific tenant data release form](#)

SERVICE AREA

Colorado

ADDRESS

Xcel Energy
PO Box 8
Eau Claire, WI 54702

WEBSITE

[Utility Energy Usage Request website](#)
[Utility Benchmarking Website](#)

CUSTOMER SERVICE CONTACT

Data Request Team
[Email Data Request](#)
Phone: 1-800-895-4999
Fax: 1-866-208-8732

SUPERVISOR CONTACT

Drew Quirk
[Email Drew Quirk](#)
Phone: 1-612-337-2024

VISIT THE [HUD EXCHANGE](#) TO SEE THE FULL DATABASE AND FIND OTHER UTILITIES

DEFINITIONS

AGGREGATED DATA: Some utilities can consolidate data for entire properties, rather than for each tenant. This option eliminates a need to collect forms from tenants to access data.

ANTICIPATED DIFFICULTY: This database scores utilities based on their ability to provide tenant data, aggregated data, whether they charge to release data, and format of the data they provide.

BENCHMARKING ORDINANCE: Some jurisdictions have legislation that requires building owners to benchmark their buildings. Utilities in these regions typically provide better access to data.

GREEN BUTTON: A standard data format that utilities can use to issue energy use data.

PORTFOLIO MANAGER: The Environmental Protection Agency's Portfolio Manager is a free tool that property owners can use to evaluate building performance. Some utilities have compatibility with the tool's Web Services feature, which can auto-populate energy data.

TENANT WAIVER: To protect customer privacy, many utilities require building owners to collect tenant waivers before they will release data to the owner.

POTENTIAL CHALLENGES WORKING WITH THIS UTILITY

Challenge 1: Property representative must submit a data release authorization for each tenant. Utility prefers utility-specific release, but accepts generic release authorization if all required information is provided.

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Step 1: Owner or owner's representative may send usage history requests to the fax number or email address as provided on the release form. Detailed instructions can be found on the Energy Usage Request website.

Step 2: Within 14 days, the utility will email the property representative a usage history report for the time period as requested on the release form. Statements will display monthly meter read dates and energy use. On a case-by-case basis billing cost history may be included on the statements as well.

HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Step 1: For properties with 4 or more units, where no one unit uses more than 50% of the total building energy, owner or owner's representative should first configure a Portfolio Manager account, as directed on the utility's benchmarking website. Property representatives should also configure an account on Xcel Energy's benchmarking portal.

Step 2: Once property representative configures benchmarking portal and Portfolio Manager Web Services accounts, they can connect the accounts. Xcel will provide 24 months of historical and ongoing energy use data to Web Services.

*Note on score: Because utility provides aggregated data, including tenant spaces, score reflects utility's process for providing aggregated data.

Disclaimer: This data is current as of 3/29/17. Please note that utilities regularly update energy data release policies. This database includes scores, challenges, and steps associated with obtaining tenant data for multifamily properties, as reported by customer service agents. Contact your utility to confirm their process before requesting data.